Verizon MA Hot Cut Process Comparison

Current Process	Proposed WPTS Process
RCCC Technician calls the CLEC to review Individual Orders such as DD, FDT, number of lines and cable/pair/port assignment. RCCC Technician analyzes service order for discrepancies Contact CLEC.	WPTS gives the CLEC the ability to verify the accuracy of orders immediately, such as DD, FDT number of lines and cable/pair/port assignment.
RCCC Technician calls to inform CLEC of IDLC Facilities and verifies AM or PM dispatch	WPTS gives the CLEC the ability to view IDLC Orders by region by Clicking on IDLC ICON. The CLEC has the ability to notify the RCC of AM or PM dispatch.
RCCC Technician calls CLEC and identifies Verizon facilities, such as copper or universal.	WPTS displays type of facilities on the Facility-list.
CLEC Manually combine orders by CLLI, DD/FDT, PONs, etc.	WPTS gives the CLEC the ability to sort by CLLI, DD/FDT, PONs, etc.
RCCC Technician calls the CLEC with Dial Tone Errors.	WPTS gives the CLEC the ability to view Dial Tone problems and the ability to notify the RCCC when the problem has been fixed
RCCC calls the CLEC to get Go Ahead or No Go at the FDT.	WPTS gives the CLEC the ability to give the RCCC the Go Ahead by clicking on the Go Ahead Hyperlink and No Go by Clicking on the No Go Hyperlink at the FDT.
RCCC calls the CLEC if the cut Fails.	WPTS will notify the CLEC if the Cut Fails.
RCCC calls the CLEC when the Hot Cut has been successfully completed.	WPTS will notify the CLEC when the Hot Cut has been successfully completed and allows the CLEC to Acknowledge the Hot Cut.
RCCC Technician is waiting for facilities to be assigned.	WPTS will give the CLEC the ability to view orders that are pending assignment by clicking on the Pending List.
NMC, RCCC, CLEC and the Central Office Frame coordinate and review individual orders for Large Jobs.	Large Jobs - WPTS groups Large Jobs for project management by the RCCC, Frame and CLEC.